



# Division of Family Resources

## *Hybrid Roll-Out: St. Joseph*

### Regional Advisory Group Meeting

Dr. Kim Teska, DFR Regional Manager, St. Joseph Region  
Philip Winchell, DFR Deputy Regional Manager, St. Joseph Region

*June 6, 2011*





# Division of Family Resources

## *Welcome and Introductions*





# FSSA/Division of Family Resources Organizational Structure

## Central Office (Indianapolis):

- Michael A. Gargano, FSSA Secretary
- Mike Carr, DFR Director
- Adrienne Shields, DFR Deputy Director
- Roger Zimmerman, DFR Deputy Director, Operations
- Rich Adams, DFR Deputy Director, Policy





# DFR Regions

**Region 1 = Lake**

**Region 2 = Saint Joseph**

**Region 3 = Allen**

**Region 4 = Grant**

**Region 5 = Marion**

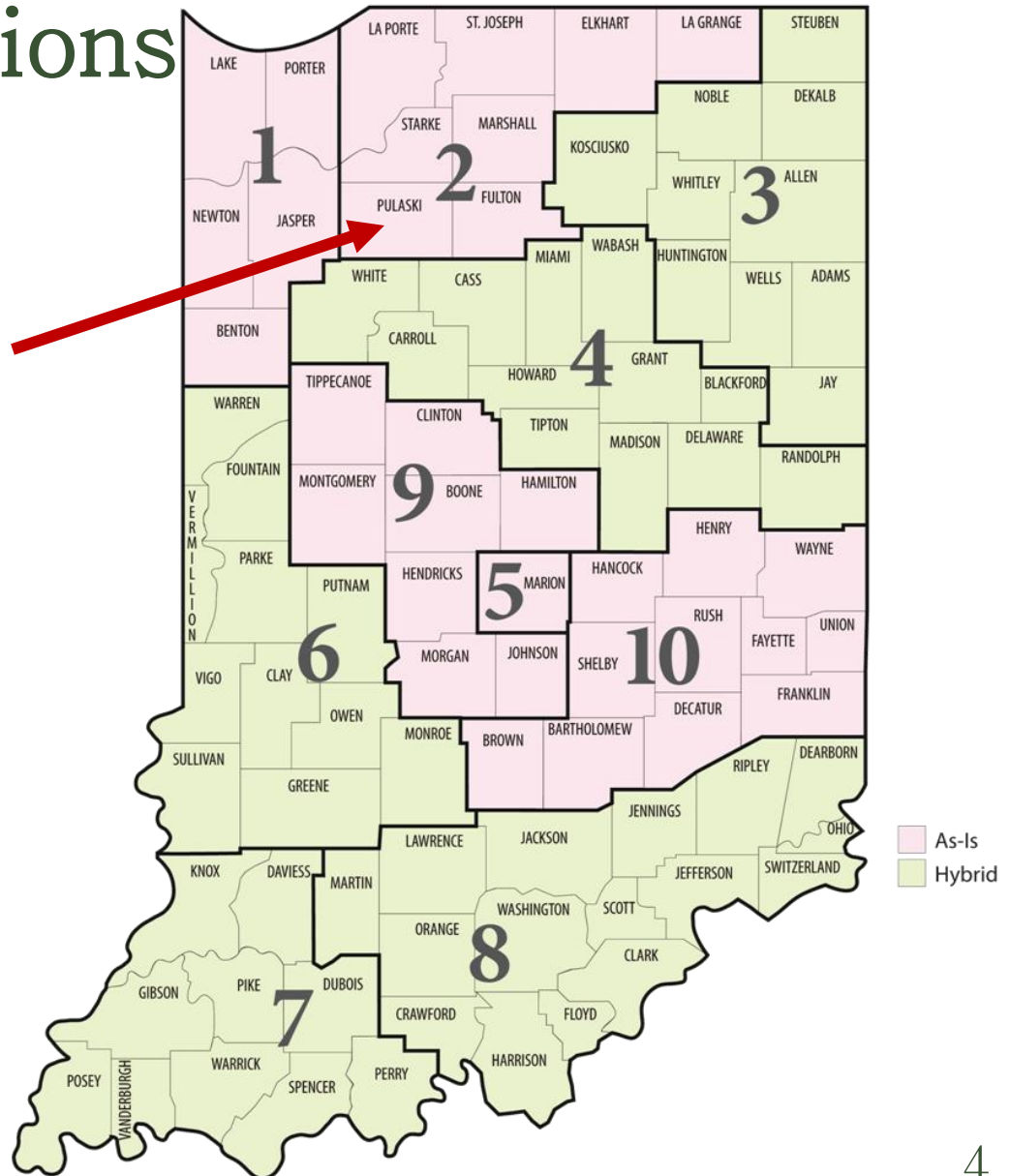
**Region 6 = Vigo**

**Region 7 = Vanderburgh**

**Region 8 = Clark**

**Region 9 = Tippecanoe**

**Region 10 = Wayne**





# DFR/St. Joseph Region Organizational Structure

## Managers:

- Dr. Kim Teska, DFR Regional Manager
- Philip Winchell, DFR Deputy Regional Manager

## State Eligibility Managers (SEMs):

- Elkhart: Jon Smoker, Lana Gregory, Erin Grove
- St. Joseph: Kathy Barone, Beverly Reed, Felice Collins
- Fulton, Marshall, Pulaski, Starke: James Skibbe
- La Grange: Lana Gregory
- LaPorte: Linda Hellemms-Trinkle





# Hybrid Eligibility Project: The Best of Both Worlds

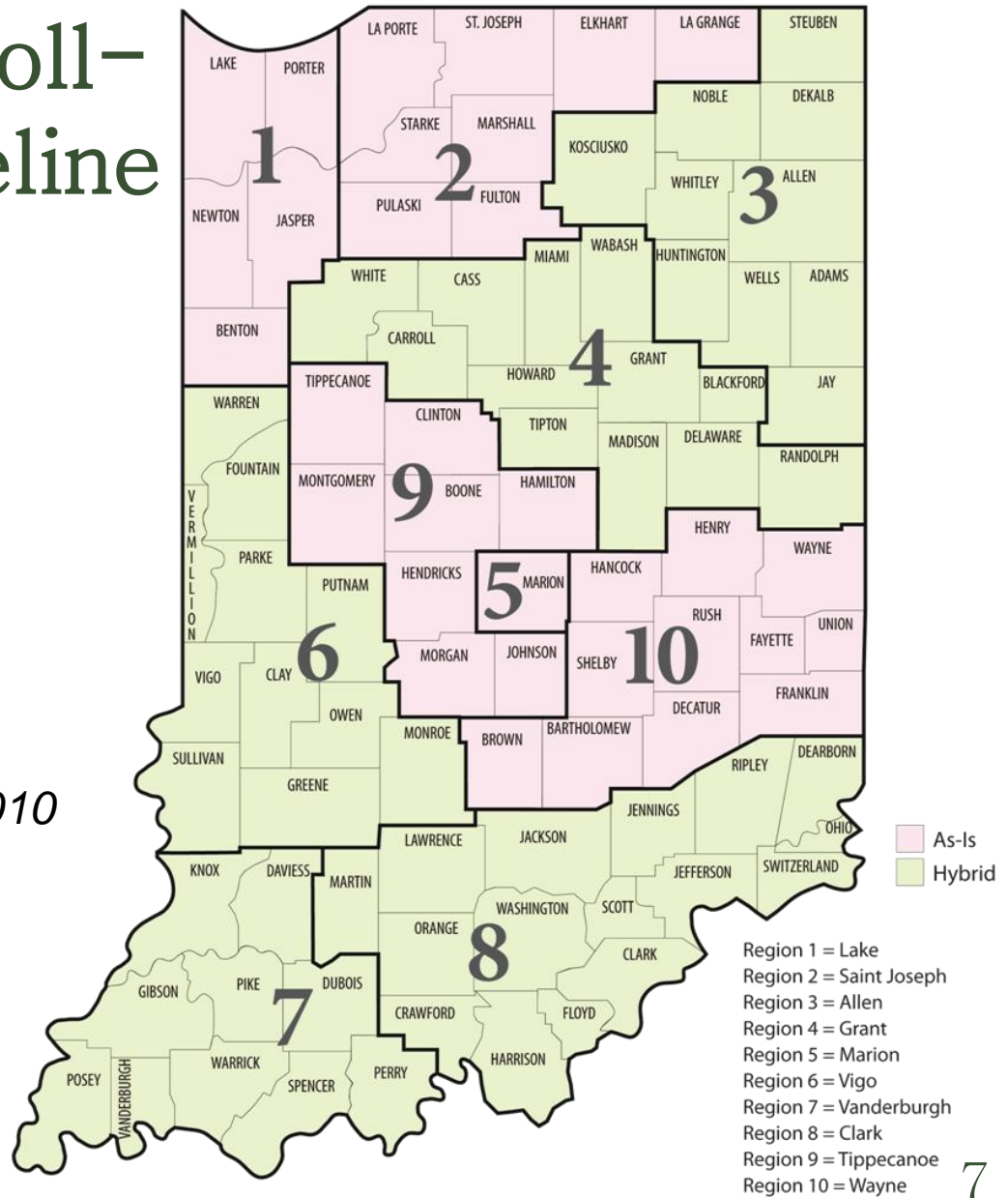
- Reaching out to clients, advocates and staff to create and model a solution that combines the best of the modernized *and* the pre-modernized systems
- Guiding Principles
  - Improve client experience
  - Improve timeliness of application determinations, redeterminations and change processing
  - Improve accuracy/reduce error rates





# Hybrid Roll-Out Timeline

1. Lake, June 2011
- 2. Saint Joseph, June 2011**
3. Allen, February 14, 2011
4. Grant, February 14, 2011
5. Marion, TBA
6. *Vigo, June 22, 2010*
7. *Vanderburgh, January 26, 2010*
8. *Clark, September 19, 2010*
9. *Tippecanoe, TBA*
10. *Wayne, TBA*





# Two-Tiered System

## ■ The Process

- A different employee will approve benefits from the employee that completes the application intake

## ■ The Benefit

- Reduced risk of employee fraud
- Increased employee accountability

## ■ A Local, Team Approach

- Same Office = Same Team
- Improved Accuracy
- Coaching and Mentoring





# Improving Client Access

## ■ Access through Technology

- 24/7 access to voice response system to check status of benefits
- Paperless case files
  - Option to scan, mail or fax documents to Document Center
- Apply for benefits online and complete application by using the electronic signature
- Option to participate in a telephone interview

## ■ Local Office in Every County

- More than 100 local offices throughout Indiana



# St. Joseph Regional Offices

**Telephone/Fax Number: 1-800-403-0864 • Office Hours M-F, 8:00 a.m. to 4:30 p.m.**

**Elkhart County DFR**

347 W. Lusher Ave  
Elkhart, IN 46517-1825

**Fulton County DFR**

1519 S. Main St  
Rochester, IN 46975-2619

**LaGrange County DFR**

826 N. Detroit St  
LaGrange, IN 46761-1112

**LaPorte County DFR**

1551 S. Woodland Ave  
Michigan City, IN 46360-7124

**Marshall County DFR**

1850 Walter Glaub Dr  
Plymouth, IN 46563-1384

**Pulaski County DFR**

710 N. Plymouth Dr  
Winamac, IN 46996-0347

**St. Joseph County Central DFR**

100 W. South St, 2nd Floor  
South Bend, IN 46601-2434

**St. Joseph County West DFR**

300 N. Michigan St, Suite 250  
South Bend IN 46601-1251

**St. Joseph County North East DFR**

2004 Ironwood Circle, Suite 160  
South Bend, IN 46635-1885

***\*\*Effective June 13, 2011 office will move to:***

102 N. Center St, Suite 500  
Mishawaka, IN 46544-1232

**St. Joseph County South DFR**

4727 Miami St  
South Bend, IN 46614-3225

***\*\*Effective June 20, 2011 office will move to:***

100 W. South St, 2nd Floor  
South Bend, IN 46601-2434

**Starke County DFR**

1919 ½ S. Heaton St  
Knox, IN 46534-2325



# St. Joseph Region

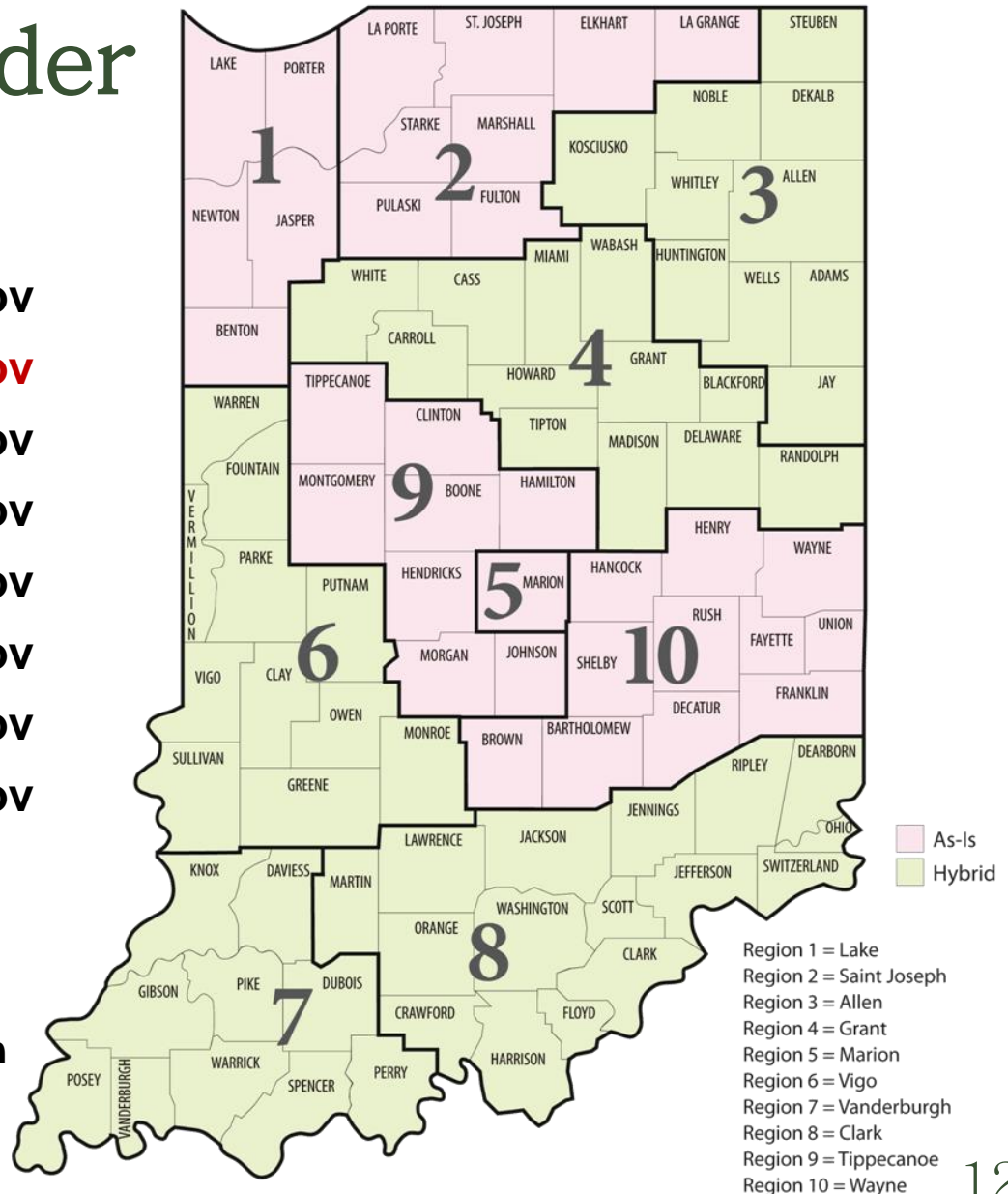
- Clients will be served by a team located in the St. Joseph Region
- Under the Hybrid model:
  - Local Offices:  
Client inquiries, food stamp applications and recertifications,  
adult Medicaid applications, TANF applications
  - Regional Change Center:  
Medicaid only redeterminations, Hoosier Healthwise processing, changes related to a client's case,  
processing of food stamp interim reports
  - Document Center:  
Scan and attach documents to a client's case file



# Stakeholder Support:

1. [DFR.region1@fssa.IN.gov](mailto:DFR.region1@fssa.IN.gov)
2. [DFR.region2@fssa.IN.gov](mailto:DFR.region2@fssa.IN.gov)
3. [DFR.region3@fssa.IN.gov](mailto:DFR.region3@fssa.IN.gov)
4. [DFR.region4@fssa.IN.gov](mailto:DFR.region4@fssa.IN.gov)
5. [DFR.region5@fssa.IN.gov](mailto:DFR.region5@fssa.IN.gov)
6. [DFR.region6@fssa.IN.gov](mailto:DFR.region6@fssa.IN.gov)
7. [DFR.region7@fssa.IN.gov](mailto:DFR.region7@fssa.IN.gov)
8. [DFR.region8@fssa.IN.gov](mailto:DFR.region8@fssa.IN.gov)
9. *TBA*
10. *TBA*

Inquiries sent to a DFR Regional inbox will receive a response within **3-5 business days.**





# Agency Portal

- The Agency Portal is a tool to help FSSA better communicate with service providers
- The Agency Portal is the preferred method to view client status 24/7 (Hybrid model counties only)
- Providers must register with the Agency Portal to view information about clients (Hybrid model counties only)



# Registering with the Agency Portal

- Providers must first go online and register at:  
[https://www.ifcem.com/HCSSRequest/en\\_US/EMAgency\\_portalAccessHomePage.do](https://www.ifcem.com/HCSSRequest/en_US/EMAgency_portalAccessHomePage.do)
- Next, providers must FAX a completed authorization form , including client signature. This form is located online at:  
<http://www.in.gov/fssa/2343.htm>
- Upon approval by the state, authorized providers will have access to the Agency Portal where they are able to view information about active client cases



## Case Information

<b>Full Name:</b>	SOMEONE ELSE	<b>Social Security Number:</b>	XXX-XX-0468
<b>Date of Birth:</b>	9/1/1976		
<b>Home Address:</b>	89 INDY INDY, Indiana 95894 Shelby	<b>Mailing Address:</b>	

## Email Address

<b>Email Address:</b>	
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## Eligibility Appointment

<b>Appointment Type:</b>		<b>Appointment Date:</b>	
<b>Scheduled Time:</b>		<b>Office Location (In-Office Only):</b>	

## IMPACT Appointment

<u>Date</u>	<u>Begin Time</u>	<u>Client Name</u>	<u>Office Location (In-Office Only)</u>

## Pending Applications

<u>Programs Applied For</u>	<u>Date Application Received</u>
TANF	10/1/2001
Food Stamps	7/1/2007
Family Related Medicaid	11/1/2000

## Solicited Documents Requests

<u>Correspondence Name</u>	<u>Verification</u>	<u>Client</u>	<u>Mail Date</u>	<u>Due Date</u>

## Assistance Groups

<u>Details</u>	<u>Type</u>	<u>Payee</u>	<u>Effective Date</u>	<u>End Date</u>	<u>Status</u>	<u>AJS Compliant</u>
<a href="#">View</a>	TANF	MOM OLDERCLAIM			Pending	
<a href="#">View</a>	Food Stamps	SOMEONE ELSE			Pending	
<a href="#">View</a>	Family Related Medicaid	TEST OLDERCLAIM			Pending	

Cancel



# Ongoing Communication

- Ongoing Regional Advisory Group meetings to occur monthly throughout roll-out.
- Next meeting is a conference call on **July 12 at 1 p.m.**  
Call 661-673-8600, access code 1088925#
- To receive invitations to the meetings, email the stakeholder help line at [DFR.region2@fssa.in.gov](mailto:DFR.region2@fssa.in.gov)



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